Service Schedule for BT Web Conferencing Service powered by WebEx

1. INTERPRETATION

The following definitions apply in addition to those in the Conditions for BT Conferencing Services:

"Account"	means the account with a unique identifier that BT assigns to the Customer, under which conferencing services from BT are assigned and against which all payments are requested.
"BT Conferencing"	means the business unit of BT that provides conferencing services.
"BT Conferencing Co-ordinator"	means the individual who will assist during the conference.
"BT MeetMe"	means a separate service provided by BT for on-demand audio conferencing.
"Host"	means the named person whose Account the Service session is booked under.
"Initial Measurement Date"	means the first day of the month following completion of the Registration Process
"Initial Term"	means the period set out in Table 2 of the Charges Schedule starting on the Initial Measurement Date.
"IP"	means Internet Protocol.
"Minimum Monthly Charge"	means the minimum charge set out in the Order which the Customer must pay each Month.
"Minimum Monthly Commitment"	means the minimum number of Units set out in the Order for which the Customer will be charged the Minimum Monthly Charge.
"Overage"	means all Units used by the Customer in a Month which are in excess of the Minimum Monthly Commitment
"Participant"	means a person using the Service.
"PSTN"	means the Public Switched Telephone Network.
"Renewal Term"	means the period set out in Table 2 of the Charges Schedule starting on completion of the Initial Term or subsequent Renewal Term.
"Service"	means the WebEx Meeting Center web conferencing service which is described in the Service Schedule and which is the BT Web Conferencing Service powered by WebEx.
"WebEx"	means WebEx Communications, Inc.
"Unit"	means the definitive or determinate quantity of measurement used to determine the Monthly Charges.

2. SERVICE DESCRIPTION

The Service provides a broad range of web conferencing services that build on the real-time functionality and capabilities of the Cisco Collaboration Cloud; a dedicated, private global network, created with a carrier-class information-switching architecture.

2.1 WebEx Meeting Center

WebEx Meeting Center is an application that enables the sharing of documents and applications on the Web enabling communication through interactive online meetings. Participants can give presentations, demonstrate software, view and annotate documents electronically. Teleconferencing is integrated with the WebEx Meeting Center. In addition, WebEx Meeting Center may include additional features such as record and playback, integrated video, the ability to edit any document collaboratively and the ability to share applications or a Participant's entire desktop.

2.2 WebEx Event Center

WebEx Event Center provides a managed Web conferencing service for communications events such as press briefings, product announcements and marketing events. WebEx Event Center combines WebEx's interactive meeting capabilities with planning, training, logistics management and real-time support services. WebEx Event Center includes online confirmation, notification, and instruction, customised Participant registration, high-resolution text and graphics, the ability to demonstrate a broad range of applications in real-time, audience feedback collection via polling, white board interaction, guided web browsing, live chat, recording and archiving of seminars for on-demand playback, and end user reports.

2.3 WebEx Training Center

WebEx Training Center is a service for training and e-learning applications. With WebEx Training Center, Participants can coordinate training schedules from announcement to enrolment to follow-up, deliver live instruction from a variety of sources directly to learners' desktops, and give presentations that include audio, video and interactive multimedia. WebEx Training Center allows Participants to administer comprehensive tests, organise multiple simultaneous breakout sessions, and record, edit, play back and archive entire sessions for future use.

2.4 WebEx Support Center Remote Support

WebEx Support Center Remote Support is used by customer service organizations to provide remote hands-on support for system or software application problems. It allows service agents to support end-users through a web browser. The Service can be configured with a custom user interface to simplify support interactions for both the support agent and the end-user.

2.5 WebEx Enterprise Edition

WebEx Enterprise Edition integrates WebEx Meeting Center, WebEx Event Center, WebEx Training Center, and the WebEx Support Center Remote Support - to create a comprehensive solution for the Customer.

3. FEATURES

The Service features are set out below however, BT reserves the right without notice to upgrade the Service to a later version provided by WebEx, which may result in these features and their descriptions changing.

3.1 Generic Service features:

Feature	Detail
Share documents, applications, or desktops	Share and control documents, applications, and desktops remotely in real time without uploading files to a server. Collaborate on content to view, annotate, and enlarge documents or graphics. Switch between different sharing modes without transitions or distractions.
Rich multimedia experience	Incorporate multi-media into presentations: PowerPoint™, Flash™ animations, and audio and video.

Feature	Detail
Video and video conferencing	Real-time visual reference. Simulate face-to-face meeting with Participants from multiple locations with multi-point video. ▪ Supported on all WebEx Centers with exception of WebEx Event Center. ▪ Supported Platforms o Windows, Macintosh (Full support) o Linux, Solaris (View only) ▪ Min. Network Requirements 128Kbps (256Kbps Recommended) ▪ Resolutions: SQCIF, QCIF, CIF SQCIF, QCIF, CIF ▪ Max Resolution (pixels) 352 x 288 (CIF) ▪ Max Frame Rates (per sec.) 15fps (SQCIF, QCIF) 10fps (CIF) ▪ Transport Protocol TCP Port 80, SSL 443 ▪ Maximum Participants 500 ▪ Video Codec H.264 ▪ Additional Features: o Frame Rate Control o Resolution Control o Video Snapshot o Congestion Control
Desktop integration suite	Initiate meetings instantly from MS Office™, MS Outlook™, Lotus Notes and other instant messaging solutions.
Audio integration with BT MeetMe	The WebEx meeting can be configured to permit dial-out using BT MeetMe to each Participant. The Host also has the ability to dial-out to Participants and connect them to the WebEx session as audio only Participants. Participants who have been dialed-out to have the ability to Mute / Un-Mute their own line from the WebEx interface Similarly the Host is able to use the WebEx interface to: ▪ Mute / Un-Mute their own line; ▪ Mute / Un-Mute individual or all Participants; ▪ Select 'Mute On Entry', muting a Participant as they join the WebEx session; ▪ Select 'Restrict access', locking both the WebEx session and the BT MeetMe audio conference; ▪ Select 'Restore access', unlocking both the WebEx session and the BT MeetMe audio conference; ▪ Expel a Participant from both the WebEx session and the BT MeetMe audio conference. The Audio integration may include active speaker indication which provides a visual notification for the current speaker on the BT MeetMe audio conference. This feature is particularly useful when associating background noise to a particular Participant.
One-click meeting access	Start a meeting and invite Participants instantly from desktop.
Network-Based Recording (NBR)	Available on request with all WebEx Centers with Committed Charges. Allows the Host to record the web and audio conference on the WebEx server with the following specification: ▪ File Formats: Advanced Recording Format .arf ▪ Recording Conversion: Webex .arf to Windows Media .wmv and Flash .swf ▪ Recording Resolution 1024x768 ▪ Audio Recording: BT MeetMe

Feature	Detail
	▪ Recording Player: WebEx Network Recording Player ▪ File Size: Typically 15MB to 40MB per Hour of Meeting Time; Results Vary by Meeting Content ▪ Max Recording Length: 12 hours ▪ Storage / Distribution: Saves to WebEx "My Files," able to stream, download, and/or publish the recording URL
PowerPanels™	Deliver full-screen views for Participants whilst using controls to manage meeting activity privately behind the scenes.
Chat	Interact with the audience of the web conference through an online chat between Host and a Participant, or Host and all Participants.
Annotation	Pointers and real time annotation tools to provide additional commentary and collaboration.
Firewall friendly	Work through most firewalls without opening additional ports.

3.2 WebEx Meeting Centre features:

Feature	Detail
Charge options	Uncommitted Price Per Minute
	Committed Price Per Minute (standalone or bundled with Enterprise Edition)
	Named Host (with 25 Participants capacity without incurring Overage)
Number of Participants	Meeting capacity for Meeting Center is 1000 Participants
E-mail and IM integration/quick start meetings	Send invitations and reminders to a meeting through local e-mail solution.

3.3 WebEx Event Centre features:

Feature	Detail
Charge options	Committed Price Per Minute (standalone or bundled with Enterprise Edition)
Number of Participants	Event capacity for Event Center is 3000 total Participants
PowerPanels™	Deliver full-screen views for Participants whilst you managing events behind the scenes. Use of floating panels to track Participants activity, respond to questions presented in chat, and review poll results.
Multiple presenters and panelists	Define during set-up those Participants who will be a presenter as a panelist during the event.
Panelists entrance and prep room	Allow panelists to enter crowded events through a backstage door. Make a private practice room available for last-minute rehearsal out of Participants' view. Provide speakers with audio for practice sessions in the preparation room.
Q&A, chat, polls, and surveys	Increase interaction and gather feedback instantly from audience
Automated e-mail management	Send out invites, confirmations, reminders, and follow-up e-mails automatically.
E-mail templates	Increase attendance by creating attractive HTML or text e-mails.
iCalendar support	Schedule and join using MS Outlook™ calendar integration.
Registration and reporting	Customize event registration with a BT Premium Audio Conference.
Lead-source tracking and	Identify highest quality and most cost-effective lead sources.

Feature	Detail
automated lead scoring	
Record, edit, and playback	Record events for reuse and review. Post seminar recordings.

3.4 WebEx Support Centre features:

Feature	Detail
Charge options	Committed Price Per Minute (bundled with Enterprise Edition)
	Named Host (with 5 Participant capacity).
Number of Participants	Each support rep can have up to 4 sessions running simultaneously, with up to 5 Participants each.
File transfer	Transfer files to and from a system to apply patches and updates during the session or retrieve customer data files for in-depth analysis.
Log on to desktop as an administrator	Sign on to a personal computer as administrator to access and install new applications and perform other activities that require administrative privileges.
Remote printing	Redirect printouts for offline analysis.
Scale to fit	View desktop without scrolling to speed the support process.
Floating TSR control panel	Access all session controls during desktop or application sharing without obstructing view or switching screens.
System information	Collect system information, print and save for future reference.
Persistent reboot	Join a session following a reboot.
Post session survey	Post support session data capture form for feedback of customer satisfaction.
Management reporting	Measure help desk and call center statistics, including number of sessions, session time, and session feedback to track and improve performance.
CRM integration	Initiate support session directly through CRM solution. This feature may require WebEx Professional Service charges subject to separate agreement.

3.5 WebEx Training Centre features:

Feature	Detail
Charge options	Committed Price Per Minute (bundled with Enterprise Edition)
	Named Host (with 30 Participant capacity without incurring Overage)
	Named Host (with 50 Participant capacity without incurring Overage)
	Named Host (with 100 Participant capacity without incurring Overage)
Number of Participants	Training session capacity is 500 Participants.
Hands-on lab	Connect remote learners with remote computers, applications, and simulations before, during, or after live training sessions to reinforce learning with hands-on activities.
Breakout sessions	Conduct multiple, simultaneous small groups, collaborative activities. Trainers can “walk around the room” and see how each group is doing. The BT MeetMe audio conference will not follow the breakout rooms.
Testing and grading	Assess comprehension, track individual performances, and share correct answers within a session. Leverage web-based libraries for pre- and post-session training.

Feature	Detail
Polls and surveys	Measure session effectiveness and gather feedback for future sessions.
Registration and reporting	Simplify session registration and easily track attendance.
On-demand module	Create, manage, deliver and access on-demand training. View sessions from the viewer-friendly player, with intelligent search capabilities, detailed tracking, file transfer capabilities, and integrated testing.

3.6 WebEx Enterprise

Feature	Detail
Charge Options	Committed Price Per Minute
	Named Host

3.7 Operating Systems Requirements for Web Access (excluding WebEx Enterprise Edition with VoIP Access)

The Operating System requirements for the Service are set out below, however BT reserves the right to change these system requirements and the Service to a different version provided by WebEx.

Operating System	Requirement
Windows 2000, 32 bit XP, 2003 and 32-bit/64-bit Vista, 32-bit/64-bit Windows 7	Internet Explorer 6.0 or higher Firefox 2/3.x Chrome 4 JavaScript and cookies need to be enabled Recommend that ActiveX be enabled for Internet Explorer No support for remote access, Presentation Studio and Productivity tools on Windows Vista/64-bit Windows 7
Mac OS X 10.4, 10.5, 10.6(PowerPC/Intel)	Firefox 2/3x Safari 3/4 JavaScript and cookies need to be enabled Requires Java Runtime Environment (JRE) 5.0 or higher No support for remote access.
Solaris 10/11	Firefox2/3x Mozilla 1.7 or higher JavaScript and cookies need to be enabled. Requires Java Runtime Environment (JRE) 5.0 or higher No support for Remote Access
HP-UX 11.11	Firefox 2 Mozilla 1.7 or higher JavaScrift and cookies need to be enabled Requires Java Runtime Environment (JRE) 5.0 or higher Only WebEx Meeting Center supported

Operating System	Requirement
32 bit Ubuntu 9.04/8.04 32-bit Fedora 10/11 32-bit Red Hat 5 32-bit Open SuSE Linux 11.1/10.3	Firefox 2/3.x Mozilla 1.7 or higher JavaScript and cookies need to be enabled. Requires Java Runtime Environment (JRE) 5.0 or higher No support for Remote Access
AIX 5L, 5.3	Firefox 2 Mozilla 1.6 JavaScript and cookies need to be enabled. Requires Java Runtime Environment (JRE) 5.0 or higher Only WebEx Meeting Centre supported

4. REGISTRATION PROCESS

The Customer must register for an Account with BT in order to apply for the Service.
To register, please contact:

Europe: 0800 77 88 77 or www.conferencing.bt.com
US: 866.766.8777 or http://www.btconferencing.com/
Asia: +61 2 9231 1130 or http://www.btconferencing.com/asiapacific/

When a new user license is created, BT will forward a welcome email including a URL and the necessary log-in details to access the Service. BT will also offer a complementary user information pack via e-mail/mail/telephone describing the features of the product, and offer user training. The complementary offering and its contents will be reviewed from time to time with changes to best meet the needs of all BT conferencing customers.

5. SERVICE LEVELS

Service levels and performance credits do not apply to this Service.

6. DATA PROTECTION

The Customer acknowledges that any personal data used on the Service(s) may be held by BT and its supplier(s), including WebEx, in order to allow the Customer to use the Service(s). For the purposes of the Data Protection Act 1998, the Customer grants permission for BT and its supplier(s) to hold such information in the United States of America and the Customer agrees to obtain any required consents to such transfer from individual data subjects (as defined under the Data Protection Act).